



Resolve

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Message from the Director

by Ann McBroom

The InterLocal Conflict Resolution Group (ILCRG) is a consortium of government agencies, labor unions, non-profits, and volunteer professionals jointly formed by King County and the King County Labor Council to offer mediation to its members at no cost.

This shared neutrals program affords the opportunity for member agencies and unions to draw from a pool of mediators who have no direct relationship to the disputes. As a result, sensitive issues that require confidentiality and neutrality can be mediated by qualified professionals.

Inside this issue:

Message from the Director 2
(continued)

Kudos Korner 2

Message from the Director 3
(continued)

All Volunteer Meeting Schedule 3

2015 Revised* Training Calendar 4

Restorative Justice Update 4

***Please note added training opportunities.**

Thank you all for responding to our annual volunteer survey. We had about 60 responses out of 100 volunteers. That very high rate of return suggests an engaged volunteer cadre. Many of you took time to include comments and suggestions, and I really appreciate your thoughtful feedback. Our Volunteer Advisory Committee is helping us look closely at the information in order to continue improving our volunteer connection.

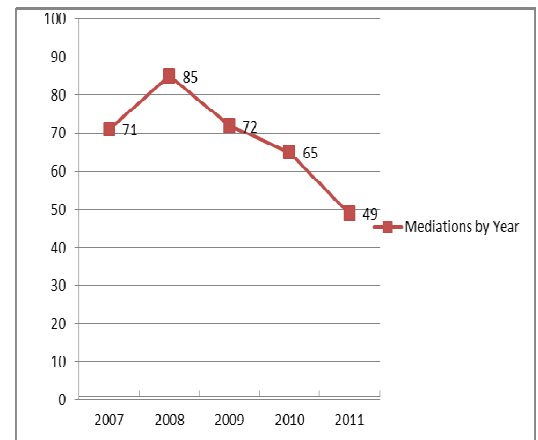
One of the requests was that you hear more from me about the program vision and direction. I love that suggestion because it has got me thinking about how to articulate our strategic vision and direction.

Did you know?

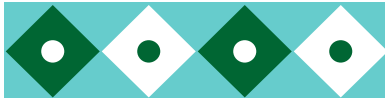
- **OUR MISSION:** To reduce the cost of conflict by providing conflict management services to King County and to our regional partners.
- **OUR VISION:** To be the essential providers of choice for conflict management services within King County.

The mission and vision are not mine, personally, but have been a part of the organization since Stephanie Bell first became the Director. They have stood the test of time and continue to serve as a compass for our decisions and focus.

The report card. In 2007 and 2008, our mediations were on the rise and staff were being called more frequently to assist in complex, entrenched, multi-party situations. In 2009, focus shifted to keeping the program alive and funded. Stephanie was brilliant in finding ways to offer much needed services and kept the program visible through these efforts. Through 2011, we moved away from our core mission and vision, and it reflected in our mediation numbers:



continued on page 2



Message from the Director

(continued)

I was the practicum manager at the time and was alarmed at the drop in requests for this core service. So I did some investigation into why our numbers were decreasing and heard some consistent themes from our potential clients:

The process
got in the way
of success.

The mediators didn't understand the context.

It's too rigid and formal for
this situation.

In other words, KCADR wasn't considered the "A" team. We were reliant on a single process to address all different kinds of situations, and our mediators were often not garnering the respect of the parties. Our reputation was suffering. People were turning to other conflict resolution services for mediation.

Cook to Chef Initiative. This is one of the initiatives we began in 2011 to achieve one of our key objectives "Provide the highest quality mediation services available." The initiative changed the way the program does its business in two significant ways:

1. Our practicum. Since many of our mediators are "home grown," we needed to improve our training and mentorship programs. In 2011, we introduced the concept of "Pods" to increase mediation students' exposure to mediation concepts and mentoring. We asked that mediation students take deeper dives into mediation best practices through self-learning groups under the guide of a mentor.

We increased the standards we expected from students who were moving from observation to the co-mediation phase. Previously, the "mock mediation" was really more of a formality than an evaluation tool. Now we work to prepare people for the mock with role plays; moving to the next phase is not a guarantee. We need to see basic skills and principles applied during the mock session before people can move on to becoming co-mediators.

continued on page 3



KUDOS KORNER

Our thanks to Lars Watson and Marcella Wilson, Super Team, for their time and ongoing commitment to a recent series of related mediations for King County.

Thanks also to Clarence Gunn for his invaluable help with the Restorative Justice Training.

And special appreciation to Marcella Fleming-Reed, Alan Kirtley, Julia Gold, Terrence Carroll, Marilyn Endriss, and Alan Alhadeff for volunteering their time and expertise in mediating and mentoring litigated cases. You've all contributed greatly to our efforts to continue building our relationship with the Prosecuting Attorneys Office.



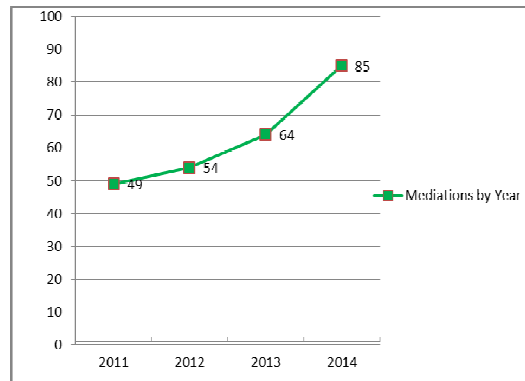
Message from the Director

Once a student has moved into the co-mediation phase, we want them to work with mediators who will help them build skills and move towards the “chef” standard – presence, flexibility, empathy, self-awareness and awareness of others. Essentially, we want mediators who can read the situation and do the right thing to support the parties’ conversation.

We also began a concerted effort to reduce the time it took to get through the practicum. In 2013 after the Basic Mediation Training, we changed from a practice of allowing everyone who wanted to enter into the practicum to selecting 10 individuals who brought that potential “chef” quality with them.

2. Mediator Selection. We changed from a pretty random mediator selection for cases (who’s available) to a system of choosing the mediators who we think will be able to add the most value to the case and to the person they might mentor. This change has had an impact on our mediators who are already certified, and this impact is something we want to explore further this year.

Guess what happened as a result of these changes and some of our other initiatives?

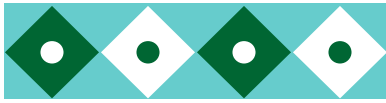


The Cook to Chef Initiative is one of many strategies that we have deployed to move the dial towards our strategic vision:

To be the essential providers of choice for conflict management services in King County

In late April (see schedule below), I will be presenting the direction and current status of the ADR program to our volunteer cadre. You’ll hear more about various initiatives and will have input into the changes that affect you. We hope to see all of you at one of these meetings!

* **All Volunteer Meetings:** *
* April 20th 11:30 – 1 Chinook room 126 *
* April 23rd 3 – 4:30 Chinook room 123 *
* April 29th 11:30 – 1 Chinook room 126 *
* *****



ILCRG 2015 TRAINING CALENDAR

Date	Room(s)	Time	Trainer	Session
March 5	Chinook Room 233 Rhododendron Room	2:30 - 5:00 pm (+)		Movie and Discussion: "Dear White People" Followed by Mediator After Hours
March 23	Chinook, Room 116	12 noon to 1:30 pm	Andrew Kidde	Using Questions Strategically: A Guide for Mediators
April 21	Chinook, 121-123	1:00 pm to 4:30 pm	Ann McBroom	Coaching in Caucus
May 4	Chinook 121-123	11:30 am to 1:00 pm		Volunteer Recognition Event
May 13	Chinook 119-120	8:30 am to 12:30 pm	Doug Nathan	Listening for Identity Stories - Part 2
September 22	Chinook Rm.126	9:00 am to 12 noon	Polly Davis	Mediator Proposal: When, Why, How to Use
November 2	Chinook 121-123	9:00 am to 12 noon	Kathleen Nichols	Deepening Understanding Between Parties

Restorative Justice Update

We recently completed a successful 12 hour Restorative Justice Mediation Training with 17 youth from four regional high schools (Garfield, Franklin, Renton Vocational and Technical, Big Picture). We now have a group of very interested high school students who are ready for next steps in the Restorative Mediation Pilot at KC Juvenile Court, as well as the peer mediation program at Garfield and other area high schools. Takeaways from the students who attended the training were: an increased understanding of the importance of active listening, "Questions are key!," "This is really hard," and "I understand more about how cultural backgrounds influence conflict."

The students heard from Judge Wesley SaintClair and Jimmy Hung, Senior Prosecuting Attorney for Juvenile Court Services. Both spoke to them about the importance of the training and expressed their appreciation that the students are interested in being part of the Restorative Mediation Pilot. The Pilot, which is being implemented in Juvenile Court Services, will provide mediations between victims and offenders in juvenile cases.



Students with Judge SaintClair

Students in class



And just announced yesterday in the KC Juvenile Court Newsletter:

Restorative Mediation: In a collaborative effort between probation, prosecution and the King County Office of Alternative Dispute Resolution (ADR), restorative mediation is now available as a third diversion option for eligible cases. Restorative Mediation utilizes the principles of restorative justice and is a voluntary meeting between those who are involved in and affected by a crime or an event. It is a forum facilitated by an impartial third party (facilitators from ADR) who will invite a full discussion in a safe and structured environment. The goal of Restorative Mediation is to offer the potential to rebuild relationships, create understanding, encourage accountability and provide an opportunity for healing. Referrals for restorative mediation began in mid-February!